

INSIDE ISM-PITTSBURGH

Institute for Supply Management—Pittsburgh

April 2010

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Supply Management's Role in Sustainability with Ms. Diane Ramos; Adjunct Professor & Assistant Director, MBA—Sustainability Program and Mr. Robert Sroufe; Industrial Ecologist, John F. Donohue Graduate School of Business

Ms. Diane Ramos is an Adjunct Professor and Assistant Director, MBA —Sustainability Program at Duquesne University. Mr. Robert Sroufe is an Industrial Ecologist at the John F. Donohue Graduate School of Business at Duquesne University .

Ms. Ramos co-teaches the live consulting project courses. She has taught business writing, presentation skills and marketing courses, worked on development of the MBA Sustainability Program and coached MBA competition teams. She provides training and advisory services to numerous corporations.

(Continued on Page 3)

April 20, 2010
ISM-Pittsburgh
Join us for our
Annual Buyer Supplier Event

Meeting Date:	April 20, 2010
Location:	Sheraton Station Square Pittsburgh, PA
Forum:	4:30 p.m.
Buyer Supplier Event:	5:30 p.m.
Dinner:	6:30 p.m. (note the later start)
ISM Member Cost:	\$ 25.00
Non Member Cost:	\$35.00
Student Cost:	\$15.00

Reservations can be made by using the reservation fax form located within Inside ISM Pittsburgh, or via our web site at: www.ism-pittsburgh.org
or e-mail: paulamis@comcast.net

ISM-Pittsburgh Upcoming Slate of Events

April 20, 2010

Forum 1: Sustainability

Forum 2: Certification Review

Dinner Program: Sustainability

May 18, 2010

APICS Co-Sponsored Event

Forum: Developing Competences While Managing Your Workforce in Challenging Economic Times

Dinner: Energy and the Cost Impact to Companies Relative to Climate Control

**Forum 2:
How to Build A Corporate Sustainability Program and obtain Employee Buy In with Ms. Gaylyn Frosini; Environmental Compliance Specialist, FedEx Ground and Mr. Joe Stearns, Senior Environmental Compliance Specialist, FedEx Ground**

Gaylyn’s expertise includes environmental compliance, design of corporate sustainability programs and education on sustainability awareness.

She began her career in the environmental consulting industry managing groundwater and soil remediation projects. Her consulting experience led her to Bombardier Transportation, an international rail transportation company, where she acted as the Environmental Specialist and Design for Environment Divisional Representative. In this position, Gaylyn was responsible for ensuring environmental compliance for the Total Transit Systems division and was commissioned with implementing a company wide sustainability program that spanned over eight countries. As part of the design for environment project scope, she managed the development of the first divisional Environmental Fact Sheet used for the 2008 Beijing Olympics.

Following her successful management of the sustainability program, Gaylyn joined FedEx Ground as the Environmental Compliance Specialist. She is responsible for ensuring underground and aboveground storage tank, storm-water, and hazardous waste compliance for over 170 facilities located in the Western United States. Gaylyn has been instrumental in compiling and submitting FedEx Ground data for inclusion in the FedEx Corporation Global Citizenship report. She is also vital in directing the development of FedEx Ground’s corporate sustainability initiatives and is engaged in field energy conservation projects.

Gaylyn has a bachelor degree in Environmental Studies from the University of Pittsburgh and a masters degree in Environmental Management, which she earned from Duquesne University.

Joseph Stearns is a Senior Environmental Compliance Specialist with FedEx Ground, a leader specializing in cost-effective small-package shipping that offers dependable business and residential service.

Joseph has been with FedEx Ground since 1993 and joined the Environmental Services Department in 1998. Responsibilities include maintaining environmental compliance for over 170 facilities in the United States and Canada, managing waste management initiatives and process improvement efforts, and serves as the functional lead and knowledge resource to the field and department. He received the highest individual award in 2007 (Five Star Award) for developing a corporate-wide recycling program and a universal waste package return program that provides transportation logistics for the universal waste industry.

Joseph holds a MS in Environmental Management from Duquesne University and a BS in Earth Science from the University of North Carolina at Charlotte.

Mission Statement

Inside ISM-Pittsburgh

Editor:
Lisa Romango, Executive Director
ISM-Pittsburgh
Tel: (412) 967-9104 Fax: (412) 967-9105
Email: lisaromango9104@comcast.net
Find us on the web at:
<http://www.ism-pittsburgh.org/newsletter.htm>

Inside ISM-Pittsburgh is the official publication of ISM-Pittsburgh and is published monthly.

If you wish to submit an article for publication, you may do so by contacting the editor. We reserve the right to edit and publish articles at our discretion.

The deadline to submit articles for the next edition is the 28th day of the month.

To serve the education, certification, communication and networking needs of supply management professionals in the Greater Pittsburgh area. We will do this to enhance the supply management profession, its image and ethical standards to maximize membership value.

ISM Dinner Meeting Program Speaker Biographies

(Continued from Page 1)

She holds a BA and an MBA from the University of Pittsburgh. Current research interests focus on collaboration for innovation, sustainability practices at spectator events and green marketing.

Mr. Sroufe earned a Doctorate in business administration in operations management from Michigan State University, master's of business administration in supply chain management from Lake Superior State University, Sault Ste Marie, Michigan, bachelor's degree in environmental law/criminal justice, associate degree in water quality technology in natural resource technology.

Mr. Sroufe received the 2009 Decision Science Institute Instructional Innovation Award, recognizing the creative approach and integration of real world projects in Duquesne's MBA Sustainability program. He said the work of the SMBA Sustainability Consulting course with Diane Ramos was instrumental in receiving the award. The institute is a professional organization interested in the art and science of managerial decision making.

Mr. Sroufe is quoted as saying "Issues of sustainability touch virtually every facet of business today. Our students need to study and observe first hand how this issue affects different areas of corporate operations, as well as the overall viability of a company. Through our program at Duquesne University, we expect to build more bridges between research and practices and between our students and regional companies.

REMINDER ~ ISM-Pittsburgh Membership Options

In this challenging economy, ISM-Pittsburgh would like to take a moment and review with our members, the options for membership renewal. Your membership is valued by the leadership of the affiliate and your professional development membership is more important today than ever before. If you have any questions on the options below, please contact Lisa Romango.

Regular Membership – includes membership with, and benefits from, both ISM and ISM-Pittsburgh. This category of membership is by far the most popular option, comprising 85% of ISM's total membership. Annual Rate: (\$210.00 + \$45.00 (one-time administrative fees). Administrative fees are not applicable to renewing members.

Associate Membership – includes membership with and benefits from the ISM-Pittsburgh affiliate, only. Annual rate: (\$100.00 + \$25.00 (one-time administrative fees). Administrative fees are not applicable to renewing members.

Direct Membership – includes membership with and benefits from ISM only. **No affiliate membership is included.** This category of membership is generally preferable for those that do not have a geographic affiliate nearby or a non-geographic affiliate within their industry or area of interest. Automatic membership renewal available. Annual Rate: (\$190.00 + \$20.00 (one time administrative fees). Administrative fees are not applicable to renewing members.

Student Membership – **Students:** enrolled full-time in an accredited community college or four-year college or university. Full-time is defined as 12 or more credit hours for undergraduate students, and 6 or more hours for graduate students. You must indicate your estimated date of graduation on your application and submit a copy of your school-issued class schedule for the current semester as documentation of your full-time status.

International Membership – essentially Regular Membership for those living/working outside the United States. This category of membership includes membership with, and benefits from, both ISM and your choice of one of a growing number of international affiliates including Canada, China, France, Mexico, South East Asia and more. Varies by country.

Certification News Forwarded from ISM

ISM introduces CPSM Exam and Bridge Exam Review courses that are designed to help supply management professionals prepare for their CPSM qualification. Course content covers a majority of topics within the CPSM; however, they are not all-inclusive. They are considered to be a supplement to a candidate's on-the-job and individual learning.



The CPSM Exam Review is designed as a review to help prepare supply professionals for taking the CPSM exams. Participants will gain an understanding of the CPSM program and of the breadth of content covered in each of the three CPSM exams:

- Exam 1: Foundation of Supply Management
- Exam 2: Effective Supply Management Performance
- Exam 3: Leadership in Supply Management

The CPSM Bridge Exam Review is designed as a review for current C.P.M. holders as part of their preparation for taking the CPSM Bridge Exam. It is intended to enable candidates to assess the knowledge they have acquired through education and experience against the content areas covered by the CPSM Bridge Exam. It is not intended for those planning to take the full CPSM Exam.

Register at www.ism.ws, then Seminars or call 800/888-6276 or +1 480/752-6276, extension 401.

Institute for Supply Management, 2055 E. Centennial Circle, Tempe, AZ 85284

ISM-Pittsburgh Re-Launching Focus Groups

Under the leadership of Ms. Renee Galloway; ISM-Pittsburgh Director of Focus Groups, ISM-Pittsburgh will re-launch its Focus Group Program. ISM Groups are composed of members with common interests for education and networking in various topics.

The objective of the affiliate Focus Groups is to bring together those with a common interest in a variety of areas and to create a sustaining group of supply management professionals who serve as resources for one another. A 2008 ISM-Pittsburgh Survey of the membership indicated several groups, which would be of particular interest to our membership. As a follow up to the survey, we want to again hear from you as to what Focus Group(s) you would want us to launch in the pilot phase of this new program. To assist us in this effort, please contact Ms. Renee Galloway at rgalloway@bc.pitt.edu.

Our goal is to consistently offer the most relevant resources and benefits to our members; therefore, please take the time to share your feedback on Focus Groups.

Procurement Ethics: Use DRD & Stay Clean by Mr. Charles Dominick, SPSM ,

How Can You Avoid A Procurement Ethics Scandal?

Plain and simple: it is unethical for procurement professional to award an order to a supplier with whom he or she has a personal or financial relationship. However, finding an organization where none of its employees have a friend, spouse, etc. among its supply base's thousands of employees can be challenging.

So, what should you do if you have a relationship with a current or potential supplier's employee?

I recommend a process called DRD, which I pronounce like "dirty" for ease of remembering. DRD stands for Disclose, Recuse, Document – three steps to take so that decisions are made without unethical influence.

Disclose means to advise management of a relationship that may appear to be a conflict of interest.

Recuse means to remove yourself from participation in a decision in order to avoid a conflict of interest. When you disclose the relationship to management, advise them that you want no involvement in the decision due to the potential for real or perceived personal gain.

Document means to produce and retain written correspondence about your disclosure. Ethical accusations often arise months or years after a decision is made. By then, it can be difficult to remember the steps taken to maintain the integrity of the decision-making process. Forgotten details only strengthen the appearance of impropriety. Good documentation can prove that a decision was reached ethically.

A procurement department should then ensure that those with a personal supplier relationship are prevented from accessing sensitive information such as the pricing of competing suppliers. Some organizations even go as far as maintaining a conflict of interest database and requiring employees to disclose certain relationships upon being hired, when permitted by law.

Though you can't guarantee that every procurement team member will be free of relationships with supplier employees, good procedures can reduce the risk for accusations of unethical procurement decisions.

Reprinted from the April 6, 2010 PurchTips authored by Mr. Charles Domick, SPSM
President of Next Level Purchasing Inc.
P.O. Box 1360
Moon Township, PA
15108
US

March 2010 ISM Report on Business~ Manufacturing Excerpt

March 2010 Manufacturing ISM Report On Business®

Manufacturing Index (PMI) at 59.6 %

DO NOT CONFUSE THIS NATIONAL REPORT with the various regional purchasing reports released across the country. The national report's information reflects the entire United States, while the regional reports contain primarily regional data from their local vicinities. Also, the information in the regional reports is not used in calculating the results of the national report. The information compiled in this report is for the month of March, 2010.

New Orders, Production and Employment Growing Supplier Deliveries Slower

(Tempe, Arizona) — Economic activity in the **manufacturing sector** expanded in March for the eighth consecutive month, and the **overall economy** grew for the eleventh consecutive month, say the nation's supply executives in the latest **Manufacturing ISM Report on Business**.

The report was issued today by Norbert J. Ore, CPSM, C.P.M., chair of the Institute for Supply Management™ Manufacturing Business Survey Committee. "The manufacturing sector grew for the eighth consecutive month during March. The rate of growth as indicated by the PMI is the fastest since July 2004. Both new orders and production rose above 60 percent this month, closing the first quarter with significant momentum going forward. Although the Employment Index decreased 1 percentage point to 55.1 percent from February's reading of 56.1 percent, signs for employment in the sector continue to improve as the index registered a 10 percent month-over-month improvement, indicating that manufacturers are continuing to fill vacancies. The Inventories Index provided a surprise as it indicated growth for the first time following 46 months of liquidation — perhaps signaling manufacturers' willingness to increase inventories based on expected levels of activity."

The 17 manufacturing industries reporting growth in March — listed in order — are: Apparel, Leather & Allied Products; Textile Mills; Electrical Equipment, Appliances & Components; Miscellaneous Manufacturing; Transportation Equipment; Machinery; Computer & Electronic Products; Paper Products; Petroleum & Coal Products; Food, Beverage & Tobacco Products; Furniture & Related Products; Nonmetallic Mineral Products; Fabricated Metal Products; Wood Products; Printing & Related Support Activities; Chemical Products; and Primary Metals. Plastics & Rubber Products is the only industry reporting contraction during March.

- Certain markets served have increased by 50 percent in new customer orders, while other markets are not as strong." (Miscellaneous Manufacturing)
 - "Business levels continue to be strong coming out of the Chinese New Year. First quarter will be our best since 2000." (Machinery)
 - "Business is steady and prospects are good for Q2." (Food, Beverage & Tobacco Products)
 - "After-market sales are improving as more vehicles require maintenance." (Transportation Equipment)
- "There is a serious shortage of basic electronic components, and lead times are becoming a problem. We are also seeing dramatic price increases." (Computer & Electronic Products)

ISM-Pittsburgh Member Recognition

ISM-Pittsburgh is pleased to recognize the personal and professional accomplishments of our members. Let us hear from you regarding your personal or professional achievements and let us share the exciting news with your colleagues. Contact Ms. Lisa Romango at klromango@aol.com for publication.

Game Planning for a Face-to-Face Negotiation by Mr. Kris Kramer

Getting ready takes lots of preparation, planning and organization — but it's worth it.

Preparation is complete. Your leverage tools have been identified and developed. You've built up your knowledge and collected critical information. You're ready for the face-to-face negotiation — or are you?

Unless you want all that hard work to go to waste, there's one more step: charting a course for the negotiation. Now is the time to start organizing a plan using all the information, knowledge and tools you've developed.

With regard to negotiation, I prefer two-member teams. This arrangement makes it easier to control what goes on during the negotiation and helps to coordinate strategy. Select as a team member the person representing the department that is buying the item or service (assuming you work well together). Enlisting someone who knows the product or service minimizes confusion about technical jargon and also provides an expert to call shaky performance claims into question. On the other hand, if your negotiating partner is inexperienced, the onus is on you to provide the necessary preparation and guidance.

Make sure you and your negotiating partner have coordinated your responsibilities for the negotiation. Typically, you will do most of the talking and actual negotiating; but, if you have an experienced negotiating partner who works well with you, you might want to divide the negotiation into technical and nontechnical pieces. Either way, be sure to have predetermined strategies worked out in advance. You should both be on the same page at all times regarding your goals for the outcome.

Opening Points, Target Points, and Bottom Lines

Establish a target point and bottom line on each issue to be negotiated. However, don't create a system that is so rigid there is no wiggle room — a negotiation process is too dynamic to pin yourself down.

Opening points will be less predictable and more reactionary, so review the principles on how to make an opening offer. Some of the most common issues include:

- Price for equipment, supplies, service, parts, accessories, consumables and so on
- Service contract
- Warranty length
- Training
- Contract clauses
- Terms and conditions
- Parts included
- Accessories included
- Consumables included
- Software upgrades
- Licensing.

These and other issues are sometimes negotiated individually, but — more often than not — opportunities exist to combine them in different ways to get better concessions in return. Also, plan to negotiate the most important issues near the end of the bargaining. It keeps the interest level high throughout, as everyone anticipates the big-ticket items will come later.

Next, determine which points you are willing to concede and to what degree (and what) you expect to get in return for each.

Also keep in mind that other points might arise during the course of the negotiation. Provide alternate scenarios wherein different concession patterns on your part might result in different concessions from the supplier. Rarely will the negotiation play out exactly as you planned, but it is a good practice that will condition you to expect concessions of an appropriate level in return for those you plan on giving.

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Game Planning for a Face-to-Face Negotiation by Mr. Kris Kramer

(Continued from Page 7)

Identify Which Leverage Tools to Use

Identify the tools you anticipate using to move the negotiation in your direction. Tools you are less likely to use should be included, but de-emphasized.

Also, take some time to review "negotiating 101" principles. These will prepare you for situations you can anticipate, and for those you can't, such as:

- Recognizing power factors
- Using leverage
- Maintaining alternatives
- Creating competition
- Concession-trading strategies
- Alternatives to different impasse situations
- Formulating effective questions to solicit critical information
- Reading facial expressions and body language

Some Final Considerations

- If possible, schedule the negotiation to take place on your "turf."
 - Organize all your information in a way that is easy to reference at critical points during the negotiation. Print it out, or put it on your laptop. Critical information includes, but is not limited to:
- The agenda (freedom to call breaks as needed, time frame, issues to be negotiated and resolved)
- Information and characteristics about the supplier and sales representative
- Specifications
- RFP responses
- Benchmarking information
- Leverage tools, strategies and tactics identified for use in the negotiation
- A prewritten contract containing the terms and conditions the way you want them
- Issues to be negotiated
- The target points and bottom lines on each issue to be negotiated.
- Assign note-taking responsibilities between you and your negotiating partner.
- Set your time allotment for the negotiation, but keep it flexible. Don't hamstring yourself with firm deadlines.
- Get agreement from the supplier on the agenda. Also, make sure everyone knows where the negotiation will take place, how to get there and the starting time.
- Arrange for a comfortable room and refreshments. Ask if audiovisual equipment will be needed, and identify in advance any special needs that participants might have.

Don't waste all your preparation work by failing to properly strategize and organize. Better yet, embrace it as one of the most enjoyable aspects of the face-to-face negotiation process!

Kris Kramer is the president of Lifecycle Enterprises, a speaker, trainer, consultant and author of Don't Leave Your Company's Money on the Table: Negotiate to Save Millions. To reach this author, please send an e-mail to author@ism.ws.

For more negotiation strategies, visit the ISM [articles database](#). March/April 2010, eSide Supply Management Vol. 3, No. 2



2009-2010 ISM-Pittsburgh Slate of Events

Dinner Meetings: Third Tuesday of Each Month (**September – May**)

Plant Tour: October 20, 2009

Supply Management Month: March 16, 2010

Golf Classic: June 21, 2010

Dinner Meeting Location: Sheraton Station Square, Pittsburgh, PA

September 15, 2009

Forum Program: Mentoring to the Supply Management Professional

Forum Speaker: Dr. Soheila Lunney; President Lunney Advisory Group and Ms. Ruth Seigel; Commodity Specialist, Ariba, Inc.

Dinner Meeting Program: Optimizing Supply Management in Challenging Times

Dinner Speaker: Mr. Ernest Gabbard; Director Strategic Sourcing, Allegheny Technologies, Inc.

September 18, 2009

One Day Seminar

Advanced Negotiation Techniques and Contract Management

Instructor: Dr. Soheila Lunney; President, Lunney Advisory Group

October 9, 2009

One Day Seminar

Advanced Market Analysis

Instructor: Mr. David Hargraves; C.P.M., Director Strategic Sourcing, UPMC

October 20, 2009

Plant Tour: Giant Eagle Warehouse Facility

October 22, 2009

Satellite Seminar

Navigating the Numbers: A Supply Managers' Guide to Defining & Applying Economic & Financial Concepts

November 13, 2009

One Day Seminar

Supply Management Best Practices Generating Value and Revenue

Instructor: Dr. Soheila Lunney; President Lunney Advisory Group

November 17, 2009

Forum Program 1: Procurement Sustainability and Corporate Social Responsibility

Forum Speaker: Mr. James Baehr, Senior Advisor, Greybeard Advisors

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Forum Program 2: CPSM Exam Review

Forum Speaker: Dr. Michael McGinnis; Associate Professor, The Pennsylvania State University– New Kensington

Dinner Meeting Program: Introduction to ISM-Pittsburgh’s New Website & Leveraging the Web ~ Advanced Search Techniques for Supply Market Analysis ~ Finding the Best Information FAST!

Dinner Speaker: Mr. Keith Giuliani; President Savvior Technology Solutions with Ms. Erin Getty; Savvior Technology Solutions & Mr. David Hargraves; Director Strategic Sourcing, UPMC

December 15, 2009

Forum Program: Business Class: Etiquette Essentials for Success at Work

Forum Speaker: Karyn Litzinger ; President Litzinger Career Consulting

Dinner Meeting Program: The Secrets of Great Leadership

Dinner Speaker: Ms. Kathi Jobkar; C.P.M., Manager Strategic Sourcing, Allegheny Technologies, Inc.

January 19, 2010

Co-Hosted with the WPMSDC

Forum Program: SmartReader Strategies ~ Teaching Professionals How to Get What They Need from The Business Times

Forum Speaker: Mr. Timothy Sullivan; The Pittsburgh Business Times

Dinner Meeting Program: With All Due Respect ~ Communicating in Challenging Times

Dinner Speaker: Ms. Deborah Holland; President DLJ and Associates

February 5, 2010

One Day Seminar

Certified Professional in Supply Management Examination Review Course

Instructor: Dr. Michael McGinnis; Associate Professor, The Penn State University—New Kensington

February 11, 2010

Satellite Seminar

Topic Talent and Career Management for Supply Management Professionals

February 16, 2010

Co-Hosted with APICS

Forum Program: Energy and the Cost Impact to Companies With Regard to Climate Control

Forum Speaker: Mr. Darryl Husenits; Vice President, M & SCM, CONSOL Energy

Dinner Meeting Program: Ethical Leadership

Dinner Speaker: Mr. Bruce Bickel; Senior Vice President & Managing Director Private Foundation Management Services, PNC

March 16, 2010

Supply Management Month

All-Day Seminar

Boot Camp for Supply Management Professionals

Instructed by Mr. Robi Bendorf; CPSM, C.P.M, M.ED

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April 20, 2010

Forum Program 1: How to Build a Corporate Sustainability Program and Gain Employee Buy-In

Forum Speaker: Ms. Gaylyn Frosini; Environmental Compliance Specialist, FedEx Ground and Mr. Joe Stearns; Senior Environmental Compliance Specialist, FedEx Ground

Forum Program 2: CPSM Exam Review

Forum Speaker: Dr. Michael McGinnis; Associate Professor, The Pennsylvania State University– New Kensington

Dinner Meeting Program: Supply Management's Role in Sustainability

Dinner Speaker: Ms. Diane Ramos; Adjunct Professor & Assistant Director, MBA-Sustainability Program & Dr. Robert Sroufe; Industrial Ecologist, John F. Donahue Graduate School of Business

April 22, 2010

Satellite Seminar

Topic Rails, Roads, Water and Air; Logistics, Inventory and Distribution

April 25 – 28, 2010

ISM International Conference

San Diego, CA

May 13, 2010

One Day Seminar

Contract Law & Contract Writing for the Supply Management Professional

Instructor: Mr. Ernest Gabbard; JD, CPSM, C.P.M. , CPCM, Director Strategic Sourcing, Allegheny Technologies, Inc.

May 18, 2010

APICS Co-Sponsored Event

Forum Program: Developing Competencies while Managing Your Workforce in Difficult Economic Times

Forum Speaker: Ms. Lois Bradley of The Bradley Partnerships, Inc.

Dinner Meeting Program: Energy and the Cost Impact to Companies with Regard to Climate Control

Dinner Speaker: Dr. Darryl Husenits; Vice President; SC & M, Consol Energy

June 21, 2010

Golf Classic

How to Live to 100 by Dr. Allan Zimmerman, CSP

"Learn to be happy with what you have while you pursue all that you want."

Jim Rohn

What Dr. Zimmerman Has To Say About This:

Feel like giving up? Think you're too old to try something new? Then you need to remember that age has very little to do with your happiness or success.

Consider these examples:

*Actor George Burns won his first Oscar at age 80.

*Golda Meir was 71 when she became prime minister of Israel.

*Playwright George Bernard Shaw broke his leg at age 96 ... when he fell out of a tree he was trimming.

*Painter Grandma Moses didn't start painting until she 80 years old. She completed more than 1500 paintings after that; 25% of those after the age of 100.

*Michelangelo was 71 when he painted the Sistine Chapel.

*Physician Albert Schweitzer was still performing operations in his African hospital at age 89.

*Doc Counsilman at 58 became the oldest person ever to swim the English Channel.

*S.I. Hayakawa retired as president of San Francisco State University at 70 and then was elected to the U.S. Senate.

*Casey Stengel didn't retire from managing the New York Mets until he was 75.

As I said, age has very little to do with your success and happiness. Indeed, there are about 75,000 Americans who are 100 years old or older right now. And that's a whole lot more than there ever used to be, and a whole lot fewer than there's going to be. There were about 3000 centenarians in the U.S. in 1950, 37,306 in 1990, and according to the Census Bureau, there will be 1.1 million in the year 2050.

Tom Keyser of the "Albany Times Union" says, "Live right, and you might be one."

And the research backs him up. Even though people tend to think longevity is all about the genes, it's really one-quarter genetic and three-quarters lifestyle, says Steven Austad, one of the country's foremost experts on aging and author of the book, "Why We Age."

That's great news. You have control over three-quarters of your destiny. It's one of the key points I make in my program entitled "Take This Job and Love It! A Program For Managing Stress, Preventing Burnout, and Balancing Life." (If you like, you can download a copy of the program outline by going to <http://srv.ezinedirector.net/?n=3647991&s=30119039>)

So what can you do to manage the stress, prevent the burnout, keep your work and life in balance, and live a long, happy life? Here are a few tips from the research as well as some centenarians themselves.

1. Exercise your brain.

Of course your brain isn't a muscle, but in some regards it acts like a muscle. The more you exercise it, the healthier it becomes. You need to keep on learning. Retain your curiosity. Take classes, solve puzzles, play chess, or learn to play an instrument.

Indeed, Pablo Casals, the great composer and conductor who lived to almost 100, said, "The man who works and is never bored is never old. Work and interest in worthwhile things are the best remedy for age."

2. Stay active.

Get out of that chair and off the couch. Go for a walk. Go to the mall. Work in the garden. Mow your lawn. Or start a new career. As Frank Crane puts it, "There are three rules for success. The first: Go on. The second: Go on. And the third: Go on."

Find something that makes you feel euphoric, and then do it and keep on doing it. Dance, sing, laugh, hike, or bike. Whatever. But find something and DO IT NOW.

(Continued on Page 14)

How to Live to 100 by Dr. Alan Zimmerman, CSP

(Continued from Page 13)

I enjoy the way Dr. Sidney Simon put it when he wrote his "Birthday Ramblings" poem.

"In May I will be Eighty one,
And in no way am I done.

"Daily miles paradise biking,
Summer days of mountain hiking.

"I will keep on teaching,
and occasionally preaching.

"Spend some time on the stage,
Acting, still a prodding rage.

"Review an off-beat play,
write it in my unique way.

"I want to keep on learning,
inside me, a scholar burning.

"And certainly, about kissing,
not one I plan to be missing.

"I love the hours spent cuddling,
talking, truth telling, not muddling.

"I cherish the joys of love making
sacred sweet nights partaking.

"No need for love on Viagra,
maybe to honeymoon in Niagara.

"Well, in May I turn a ripe old eighty one.
But I won't be done until one hundred eighty one."

In other words, Simon is saying, take charge of your life. Get in the driver's seat. Or as poet Diane Ackerman sees it, "I don't want to be a passenger in my own life."

3. Manage your memories.

Some people are haunted by the past, by what they did or didn't do. They're stuck in guilt and regret, and that will kill you ... or at the very least, take the joy out of life.

Learn, instead, to manage your memories. As psychologist Laura King advises, "Being happy isn't about forgetting the past. It's about learning from it and discovering ways to have a better future."

And once you've learned from the past, throw out the bad memories and hold on the good ones, says Ethel Wilson, 100, a resident of the Glen at Hiland Meadows, an assisted-living facility. "I think the longer we're happy, the longer we'll live," she says. "I couldn't be happier. I go to bed every night the same way: I've had a good day."

4. Keep the faith.

All the research seems to indicate that people of faith somehow live longer or at least live happier. Faith seems to give people a courage to live by and a peace to live with. Indeed, Jonathan Livingston Seagull noted, "When you come to the edge of all the light you have known, and are about to step out into the darkness, Faith is knowing one of two things will happen. There will be something to stand on, or you will be taught how to fly."

Ethel Yarbrough, 100, who lives in Saratoga Springs affirms that. When asked about her secret for living long, she said, "Sing and pray. I pray all the time, thanking God for everything He's done for me."

(Continued on Page 15)

How to Live to 100 by Dr. Alan Zimmerman, CSP

(Continued from Page 14)

5. Manage your stress.

No one's going to get out of this life alive, and no one's going to get through this life without some stress. The secret lies in knowing how to manage your stress. After all, unmanaged stress can damage your health, everything from your heart to your digestive system.

One proven stress management technique is exercise. Do thirty minutes of aerobic exercise every day. And if you can't do that, do what you can. But start, and keep at it until it becomes a regular part of your day.

Another proven technique is managing your expectations. As I tell people in my "Take This Job and Love It" program, "Aim for success, not perfection." Or as creativity expert Natalie Goldberg puts it, "Stress is an ignorant state. It believes that everything is an emergency." And of course, it isn't.

6. Stay positive.

The happiest people don't necessarily have the best of everything; they just make the best of everything. Their attitude is consistently positive ... no matter what.

Indeed, cheerful, optimistic people decrease their risk of early death and poor health by 50% compared to pessimistic people, according to researchers at the Mayo Clinic. That's why 101-year old Mary Horton, a resident of the Beverwyck assisted-living facility, tells people to look on the bright side. Don't complain. "Just take life as it comes, the best you can."

That's why I wrote the book, "PIVOT: How One Turn In Attitude Can Lead To Success." I wanted to teach people HOW they could stay positive. And I'm glad to see that it's having that exact effect on people. As Samantha Brown wrote, "Both my husband and I read 'PIVOT,' and I can honestly say it changed our lives. I've recommended your book to all of our family and friends."

And Patty Grove from Technical Services/Technology Deployment Services wrote, "Dr. Zimmerman, I wanted to let you know we ordered copies of 'PIVOT' for our company. In fact, we were so pleased with your book that we did something we have never done in our book clubs before. Realizing the value of the participants referring back to the book even after the book club was finished, we decided to let the participants keep their book. We originally ordered 12 books, but then decided to order 16 more books. However, we were unprepared for the overwhelming response of people wanting to participate in a 'PIVOT' book club. We have decided to order another 28 books."

To get your copy of the "PIVOT" book, go to <http://srv.ezinedirector.net/?n=3647992&s=30119039>

Finally,

7. Take care of your body.

Every day we seem to get another piece of news about what we should or shouldn't do to stay physically fit. And the news can sometimes be a little confusing. But the research is very clear on a few things. Tom Keyser, who I quoted earlier, summarizes it this way.

Be smart about you eat. Eat more fruits and vegetables and less red meat and fried foods. And when you're full, stop eating.

Quit smoking. We don't need another study that says smoking can kill you. The evidence is overwhelming and irrefutable. So just stop, please.

Drink in moderation. Studies have shown that a glass of red wine or ale once in a while reduces the risk of cardiovascular disease.

Get or stay thin. Researchers have extended the lives of laboratory animals by drastically reducing their caloric intake. If you want to live to be a healthy 100 or more, thinner is better.

Limit your exposure to the sun. It not only wrinkles your skin, but it cause the most deadly of cancers ... skin cancer.

Find a good doctor and get regular checkups. Preventive medicine is your best bet for catching potentially fatal diseases while they are still treatable.

Keep track of your medications ... and take them. If you take your medications, you'll have a better chance of remaining in your own home taking care of your own self.

So there you have it. Three-quarters of your happiness, success, and longevity are in your hands. And when you follow these 7 tips, you have a very good chance of a very good life.

Reprinted from the April 6, 2010 Tuesday's Tips authored by Dr. Allan Zimmerman; email address Allan@DrZimmerman.com

ISM-PITTSBURGH OFFERS NEW PROFESSIONAL DEVELOPMENT AWARD

In these difficult economic times, individuals may be challenged to devote their own personal financial resources to efforts to become certified. As a professional development organization whose mission is education focused, the board of directors of ISM-Pittsburgh is pleased to offer a new professional development award to ISM-Pittsburgh members in good standing.

The award will be given for the achievement of a C.P.M. or CPSM certification. A maximum of five awards will be available in 2009 and granted on a first come basis. A copy of the specific criteria for the award is available upon request by contacting Ms. Paula Massey at paulamis@comcast.net. In addition, specific award questions may be directed to Mr. George Bissett; ISM-Pittsburgh First Vice President at georgebissett@consolenergy.com

A completed application, original receipts and a copy of proof of certification may be mailed to Ms. Paula Massey, 208 Woodview Drive, Beaver, PA 15009 or faxed to 724-508-0218.

Why wait to become certified? Do it Now! The Certification Cost Reimbursement Form is included on Page 20 of this month's newsletter. So, begin now to pursue your dream of becoming a certified supply management professional.

This program is in addition to the ISM-Pittsburgh Scholarship Campaign, which will again award scholarships to the most highly deserving candidates.

Welcome to Our Newest Platinum Sponsor

The Xerox logo is displayed in a large, bold, red, sans-serif font, centered within a white rectangular box.

Application for Certification Cost Reimbursement

Institute For Supply Management - Pittsburgh

Request for Certification Cost Reimbursement

Name _____ Member number _____

Do you have a company sponsored educational reimbursement plan? _____

If so, what percent of your educational costs are eligible for reimbursement? _____

years membership _____ # meetings attended in last 12 months _____

Employer _____ Supervisor _____

Employer address _____

Certification Achieved: _____ Date: _____

Expenses

Date	To Whom	Description	Amount
Total amount re- quested			

(Maximum awarded will be amount requested or \$750.00 whichever is less)

Number of awards is limited to 5 for 2009 and will be available on a first come basis

I certify that the information provided above is accurate to the best of my knowledge

Signature: _____ Date: _____

Please attach original receipts and copy of proof of certification to this form

**~SEMINAR & WORKSHOP
OFFERINGS FOR
PROCUREMENT PROFESSIONALS~**

ISM-Pittsburgh Sponsored All -Day Seminars

Date: September 18, 2009
Seminar: Negotiation Techniques & Contract Management
Instructed by: Dr. Soheila Lunney
Location: Ariba Headquarters
ISM Member Cost: \$450
Non Member Cost: \$550

Date: October 9, 2009
Seminar: Advanced Competitive Market Analysis
Instructed by: Mr. David Hargraves
Location: Ariba Headquarters
ISM Member Cost: TBD
Non Member Cost: TBD

Date: November 13, 2009
Seminar: Supply Management Best Practices Generating Value and Revenue
Instructed by: Dr. Soheila Lunney
Location: Ariba Headquarters
ISM Member Cost: \$450
Non Member Cost: \$550

Date: February 5, 2010
Seminar: Certified Professional in Supply Management Examination Review Course
Instructed by: Dr. Michael McGinnis
Location: Ariba Headquarters
ISM Member Cost: \$325
Non Member Cost: \$375

Date: March 16, 2010
Supply Management Month
Seminar: Strategic Boot Camp for the Supply Management Professional
Instructed by: Mr. Robi Bendorf
Location: Sheraton Station Square

ISM Member Cost: No Cost
Non Member Cost: \$280 (includes free 14 month membership in ISM-Pittsburgh)

Date: May 13, 2010
Seminar: Contract Law & Contract Writing for the Supply Management Professional
Instructed by: Mr. Ernest Gabbard; JD, CPSM, C.P.M., CPCM
Location: Ariba Headquarters
ISM Member Cost: \$450
Non Member Cost: \$550

ISM-Pittsburgh Satellite Seminars:

Date: April 22, 2010
Topic: Rails, Roads, Water & Air~ Logistics, Inventory & Distribution

Date: February 11, 2010
Topic: Talent and Career Management for Supply Professionals

- Satellite Seminars will be held at Allegheny Energy's Offices located at 800 Cabin Hill Drive in Greensburg, PA.
- To register for each ISM-Pittsburgh Sponsored Seminar, contact Paula Massey; ISM-Pittsburgh at 724-508-0200 or fax registration to 724-508-0218. Non members may attend at a cost of \$25.00.

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ISM-Pittsburgh Resume Distribution Service

In support of our mission, ISM-Pittsburgh offers resume distribution services to its members in good standing. If you are currently unemployed, underemployed or just seeking a change in employment, contact Ms. Paula Massey; ISM-Pittsburgh Secretary & Treasurer at paulamis@comcast.net.

ISM-Pittsburgh will place your personnel summary and resume information on file. When potential employers or recruiters contact the affiliate regarding open positions, your information will be shared with them.

Contact Paula today for additional details on this member benefit.

Special Offer for Pittsburgh ISM Members

Speaking with One Voice Program

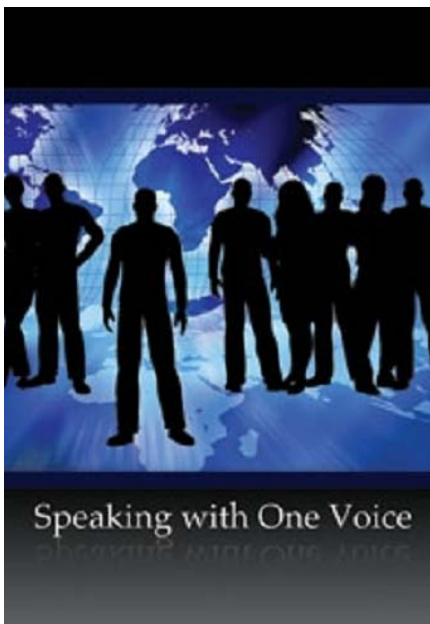
Are you frustrated with suppliers who do “end runs” around your sourcing teams?

Do you wish senior management would stop talking with suppliers, or at least ask you for input on what to say?

Does your supplier always seem to know more about what is happening at your company than you do?

Speaking with One Voice is a key success factor in strategic sourcing. Use Greybeard Advisors’ *Speaking with One Voice* program to create the necessary internal awareness and discipline throughout your company.

Greybeard Advisors LLC originally created this proprietary program for its training and consulting clients. Featuring narrated vignettes, the program has proved to be very effective in creating the necessary internal awareness and buy-in. The program is now available on DVD for corporate licensing to qualified end users.



To learn more or to order:

Go to the Greybeard Advisors website, and click on the Resources navigation bar.

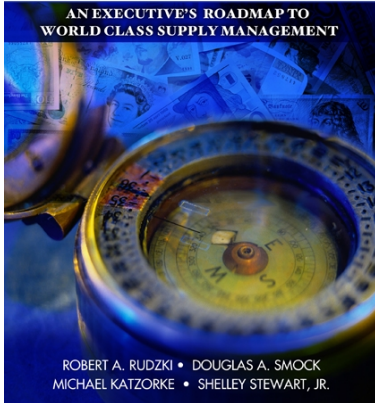
Or use this direct URL:

<http://www.greybeardadvisors.com/resources.htm>

To qualify for the ISM – Pittsburgh pricing (\$ 1,200 for a perpetual corporate license), use this PROMOTION CODE: **PittsISM2007**

STRAIGHT TO THE BOTTOM LINE™

AN EXECUTIVE'S ROADMAP TO
WORLD CLASS SUPPLY MANAGEMENT



ROBERT A. RUDZKI • DOUGLAS A. SMOCK
MICHAEL KATZORKE • SHELLEY STEWART, JR.

ISM-Pittsburgh Book Review

Straight to the Bottom Line®

"Straight to the Bottom Line is the definitive work on procurement/supply base management. Every CEO, CFO, CPO and their boards who are interested in increasing shareholder value need to read this and then make it required reading for their management and procurement teams."

– Dick Conrad, Senior VP, Global Operations Supply Chain, Hewlett-Packard

Book Description:

During the past 20 years, the procurement and supply chain profession has radically evolved. Once a tactical and back-office function, it is now a strategic business opportunity that can be fundamental to the success of any organization. A few leading companies have achieved an enormous competitive advantage and outstanding bottom-line performance by incorporating a procurement and supply chain strategy into their core corporate strategy. Why haven't more companies seized this same opportunity? The reason is very simple: a lack of understanding at the senior executive level. Virtually all books on procurement and supply chain have been written for the day-to-day practitioner. Now, there is a book to explain this opportunity to all corporate executives, and also illustrate the leadership role the senior executive needs to play.

Straight to the Bottom Line will enable organizations to turn the enormous top-line and bottom-line potential of supply chain and procurement into reality. This is a book not just for procurement leaders, but for senior management as well.

The book's lead author is Bob Rudzki, President of Greybeard Advisors LLC (a Gold Sponsor), and former SVP and CPO of Bayer Corp.

April 20, 2010
ISM-Pittsburgh Dinner Meeting
FAX Reservation Form

REMINDER

Credit Cards Will No Longer Be Accepted At The Door

Please fax your completed dinner reservation form to ISM-Pittsburgh at (724) 508-0218, or go to <http://www.ism-pittsburgh.org> for on-line reservations. **You may pay your dinner reservation in advance by including credit card information and faxing the reservation form to the secure fax number listed below.** Please register early. Dinner count is confirmed on the Thursday prior to the meeting.

Amount due:

Student: \$15.00

Member with Advance Reservation: \$25.00

Non-Member Reservation: \$35.00

Please remember if you make a reservation and do not cancel, ISM-Pittsburgh is charged for the price of the dinner. **Therefore, effective September, 2004, if you make a reservation and do not attend the dinner meeting you will be billed for the price of the dinner.** To cancel dinner reservations, you must call (724) 508-0200 no later than noon on the Monday prior to the Tuesday dinner.

*Advance Reservations must be received prior to 12:00 p.m. on the Thursday prior to the event.

Date of Dinner: _____

Name: _____

(As you wish it to appear on name badge)

Company: _____

Phone Number _____

Fax Number: _____

E-Mail: _____

Guest(s): _____

Credit Card Info: _____

Expiration Date: _____

I Will Attend:

Forum 1 (Sustainability) Only _____

Forum 2 (Confidence Course) _____

Dinner Only _____

Forum 1 & Dinner Reservation _____

Forum 2 & Dinner Reservation _____

**** Vegetarian Dinner Requested** _____

Vegetarian Dinners must be noted on the Registration Form and Requested in Advance

FAX TO: (724) 508-0218

You are cordially invited to the.....

Western Pennsylvania Chapter of AHRMM Meeting

Friday, April 16, 2010

11:00 a.m.— 2:30 p.m.

Hospital Council of Western Pennsylvania
500 Commonwealth Drive, Warrendale, PA

The featured speakers are:

Mr. Dave Hinkle, Senior Director of Performance Services for VHA, Inc. , presenting “An Overview for Obtaining CMRP Certification”.

And

Steve Tambolas, Vice President Supply Chain/Facilities Administration at Conemaugh Health System’s Memorial Medical Center, presenting “Best and Worst Practices as Observed by a Consultant”.

Meeting cost is \$30 for Non W PA Chapter Members, \$25 if you bring a friend! No cost to Local W PA Chapter Members
A hot and appetizing lunch will be served to all attendees.

Please RSVP by April 2, 2010 to Shari Thomas @ thomassl@upmc.edu

ISM-Pittsburgh Sponsored Satellite Seminar

Rails, Roads, Water & Air ~ Logistics, Inventory and Distribution

Name: _____

Title: _____

Company: _____

Street Address: _____

City/State/Zip Code: _____

Bus. Phone #: _____ Bus. Fax #: _____

Email: _____

Credit Card Information: _____

TOPIC: Rails, Roads, Water & Air ~ Logistics, Inventory and Distribution

DATE: Thursday, April 22, 2010

LOCATION: Allegheny Energy's Offices ~ 800 Cabin Hill Drive ~ Greensburg, PA

SEMINAR: 10:00 a.m. to 2:00 p.m.

LENGTH : Four hours

ISM MEMBER SEMINAR COST: FREE

NON MEMBER SEMINAR COST: \$25.00

FAX RESERVATION TO: PAULA MASSEY - 724-508-0218

Continuing Education Hours will be Awarded

ISM-Pittsburgh Offers an Exceptional One Day Program

**Contract Law & Contract Writing for Supply Management Professionals
Instructed by Mr. Ernest Gabbard; JD, CPSM, C.P.M., CPCM**

See Course Outline on Page 29 of Inside ISM-Pittsburgh

Name: _____

Title: _____

Company: _____

Street Address: _____

City/State/Zip Code: _____

Bus. Phone #: _____ Bus. Fax #: _____

Email: _____

Credit Card Information: _____

TOPIC: Contract Law & Contract Writing for Supply Management Professionals

DATE: May 13, 2010

LOCATION: Ariba Headquarters

REGISTRATION: 8:00 a.m..

SEMINAR: 8:30 a.m. to 4:00 p.m.

LENGTH : Seven hours

ISM MEMBER SEMINAR COST: \$450.00

NON MEMBER SEMINAR COST: \$550.00

FAX RESERVATION TO: PAULA MASSEY - 724-508-0218

Continuing Education Hours will be Awarded

Cancellation Policy: If for any circumstance you are unable to attend, a full refund will be issued up to two weeks before the seminar date. Cancellation within one week of the seminar will yield a 50% refund. A minimum of ten registrants is required or ISM-Pittsburgh reserves the right to postpone the seminar.

Contract Law & Contract Writing For Supply Management Professionals
Course Outline

The sophistication of the supply management profession necessitates that we understand the complex legal environment in which we operate, and that we be able to create contracts which protect our organization. This seminar provides a review of the laws affecting Supply Management Professionals, and applies contemporary legal principles to formation and content of contracts. Specific items covered are:

Sources & types of law

Contract formation

- oral contracts
- electronic contracts
- terms & conditions
- battle of the forms

Contract performance issues

- acceptance of goods
- breach of contract
- contract remedies

Services contracts

- legal distinctions
- contracting issues

Contract management processes

Intellectual property issues

International contracting issues

The objective is to provide the Supply Management Professional with the insights and tools necessary to create and manage simple to complex contracts. The essential components of contract management are also reviewed to assure that we obtain the intended benefit of our purchase/sales contracts.

This seminar has been described by previous participants as “relevant”, “insightful”, and “invaluable”. Our speaker is a supply management/contracting professional who is also an attorney, and he is committed to provide practical advice on the legal aspects of our profession.

Ernest G. Gabbard, JD, CPSM, C.P.M., CPCM

Ernest G. Gabbard has over 25 years of procurement and contracting management experience and is currently Director of Corporate Strategic Sourcing for Allegheny Technologies Incorporated in Pittsburgh. Ernest was previously in senior procurement and contracting management positions with Hughes Aircraft, Litton Industries, and Teledyne Industries.

He is a frequent speaker on these subjects at professional organizations such as Institute for Supply Management (ISM), and National Contract Management Association (NCMA). His articles on procurement and contracting management issues have been published in numerous national publications including "Inside Supply Management" and "Contract Management".

He earned several college degrees, including a Juris Doctorate (law) degree, and taught Procurement, Contract Management, and Contract Law classes for University of California and California State University. He is currently on the Board of Advisors for Supply Chain Management at Duquesne University in Pittsburgh

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